

# **COURT SERVICES SPECIALIST I/II**

# **Purpose:**

To support and uphold the Courts' stated mission while complying with the Arizona Code of Conduct for Judicial Employees. To perform a variety of specialized clerical work in support of the operations and services of the Tempe Municipal Court; to process, record and file court documentation; to assist the public with court procedures and services; and to provide clerical support to judicial and administrative personnel, including, if needed, mandatory weekend and/or holiday overtime coverage.

# **Supervision Received and Exercised:**

Receives general supervision from a Court Services Supervisor, Management Staff and Judicial Officers.

# **Distinguishing Characteristics:**

## Court Services Specialist I

This is the entry-level class to the Court Specialist series. Employees in this class need to demonstrate the initiative to learn and master all the job duties required for this position. This class is distinguished from the Court Services Specialist II by performing entry level judicial support, clerical, financial, cash handling, and customer service functions in one or more areas of the court. Once trained, incumbents are expected to provide appropriate assistance for routine requests. The most difficult problems are referred to a Court Services Specialist II, Court Services Supervisor or designee. Work is reviewed or monitored frequently until the incumbent is proficient. The Court Services Specialist I demonstrates a strong work ethic, which includes (but is not limited to) being dependable, flexible, and self-reliant, as well as demonstrating initiative and exhibiting professional, ethical behaviors.

# Court Services Specialist II

This is the full journey level class within the Court Services Specialist series. Employees within this class are distinguished from the Court Services Specialist I by the performing the full range of duties including the most complex or sensitive work, knowledge of court policies and procedures, greater variety and difficulty in work assignments, and requirement to work independently and efficiently. Employees at this level receive only

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occasional instruction or assistance as new or unusual situations arise. Positions in this class are typically filled by advancement of a Court Services Specialist I. The Court Services Specialist II is a role model to other employees by demonstrating a strong work ethic, which includes (but is not limited to) being dependable, flexible and self-reliant, as well as demonstrating initiative and exhibiting professional, ethical behaviors. Employees at this level are professional, responsible individuals who are devoted to excellence, possess the initiative to prioritize assignments and work cohesively with coworkers to ensure completion.

## **Essential Functions:**

## Court Services Specialist I

Depending on assignment, duties may include, but are not limited to, the following:

- Organize and prepare the court docket; schedule hearing, trial and sentencing dates with attorneys and defendants.
- Enter necessary information in the case management system to produce a variety of court documents including notices of trial dates, delinquencies in payments, refunds, forfeitures, revocations, judgments, dispositions and court calendars; prepare summons; file and reclaim file folders and court records.
- Issue, record and process warrants; research computer data for prior warrants, violations and other pertinent data; prepare "show cause" orders and notifications for payment of bonds.
- Perform a variety of computer data entry functions, review computer data and correct errors.
- Set, log and notify appropriate parties regarding hearings for motions, evidentiary motions, and domestic violence orders.
- Provide information to parties requesting orders of protection and harassment injunctions; update files and forward to appropriate law enforcement authorities.
- Respond to and resolve routine defendant requests and citizen inquiries.
- Record monies posted for bonds, public defender, restitution and fines; post cash reconciliation report; inform parties of amounts due; accept fine payments; issue receipts for payment; process cash and paper bonds; negotiate time payment contracts and monitor compliance.

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- Prepare correspondence, forms and reports such as reinstatement letters, jail commitment orders and other Court documents for City departments and other governmental agencies; maintain files and records and provide assistance in all areas of court operations as needed.
- Interact with City internal departments and external agencies.
- Coordinate the jury panel; act as bailiff for court actions as required; prepare courtroom, judge's bench and daily paperwork.
- Compile information to be used in statistical reports.
- Perform or participate in projects (including overtime duties), as assigned. This could include (but not be limited to) such projects as data clean up and file audits.
- Complete Committee on Judicial Education and Training (COJET) hours as required by the Arizona Supreme Court.
- Audit and scan closed cases.
- Perform related duties as assigned, including overtime assignments such as weekend/holiday prisoner docket coverage.

## Court Services Specialist II

Depending on assignment, duties may include, but are not limited to, the following:

- Organize and prepare the court docket; schedule hearing, trial and sentencing dates with attorneys and defendants.
- Enter necessary information in the case management system to produce a variety of court documents including notices of trial dates, delinquencies in payments, refunds, forfeitures, revocations, judgments, dispositions and court calendars; prepare summons; file and reclaim file folders and court records.
- Issue, record and process warrants; research computer data for prior warrants, violations and other pertinent data; prepare "show cause" orders and notifications for payment of bonds.
- Perform a variety of computer data entry functions, review computer data and correct errors.

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Court Services Specialist I/II (continued)

- Set, log and notify appropriate parties regarding hearings for motions, evidentiary motions, and domestic violence orders.
- Provide information to parties requesting orders of protection and harassment injunctions; update files and forward to appropriate law enforcement authorities.
- Record monies posted for bonds, public defender, restitution and fines; post cash reconciliation report; inform parties of amounts due; accept fine payments; issue receipts for payment; process cash and paper bonds; negotiate time payment contracts and monitor compliance.
- Prepare correspondence, forms and reports such as reinstatement letters, jail commitment orders and other Court documents for City departments and other governmental agencies; maintain files and records and provide assistance in all areas of court operations as needed.
- Perform or participate in projects (including overtime duties), as assigned. This could include (but not be limited to) such projects as data clean up and file audits.
- Demonstrate effective, open communication with coworkers, Management Staff and Judicial Officers, as well as with external customers, internal City departments and outside agencies.
- Interact with City internal departments and external agencies.
- Coordinate the jury panel; act as bailiff for court actions as required; prepare courtroom, judge's bench and daily paperwork.
- Compile information to be used in statistical reports.
- Audit and scan closed cases.
- Provide clerical and administrative support to Judicial Officers handling a specialty docket, such as Regional Homeless Court or Mental Health Court.
- Research and reconcile returned checks. This includes working with supervisors, the Accounting Department and the public.
- Provide quality assurance checks on all warrants.
- Provide coverage for critical functions when needed by filling in or temporarily reassigning critical and non-critical work to other available staff members in the absence of a Lead CSS or Supervisor.

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- Respond to and resolve difficult and sensitive defendant requests and citizen inquiries and complaints; answer questions and provide service and information to the public.
- Assist in training and cross training staff; serve as a training resource when procedural changes are implemented within the Court.
- Research, write and revise Court procedures and provide feedback on new and/or revised procedures sent out by others.
- Complete Committee on Judicial Education and Training (COJET) hours as required by the Arizona Supreme Court. This annual training shall include at least one class with subject matter content beneficial to the position, i.e., effective communication, team building, customer service.
- Assist other teams as appropriate.
- May participate in the selection of Court Services Specialist I's.
- Perform related duties as assigned, such as weekend/holiday prisoner docket coverage.

### **Minimum Qualifications:**

#### **Experience:**

### Court Services Specialist I

Two years of general clerical experience, including some public service contact, preferably in a court or law office, or one year of responsible clerical or customer service experience in a court.

### Court Services Specialist II

Three years of high-level, consistent, general clerical experience, including public service contact, preferably in a court or law office, or two years responsible clerical support in a court. At least one year of this experience must be as a Court Services Specialist I with the Tempe Municipal Court. Experience in each division of the Court is preferred.

#### **Education:**

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Completion of the twelfth grade supplemented by additional training in word processing, filing and record keeping, or a degree related to the core functions of this position.

#### License/Certifications:

None

### **Examples of Physical and/or Mental Activities:**

- Lift heavy objects including boxes of office supplies from one area to another up to 20 pound.
- Climb stairways between divisions.
- Work in a stationary position including standing and sitting for considerable periods of time.
- Operate computers, adding machines/calculators, fax machines, copy machines, a money counting machine, etc.
- Extensive reading and close vision work of case file notes, email, policies/procedures, etc.
- Public contact in the courtrooms and at the front counters
- May require working extended hours in order to complete overtime projects and to provide weekend/holiday coverage.

### **Competencies:**

(Pending)

Job Code: 080/107

Status for both: Non-Exempt / Classified